

## Community pharmacy charging policies for delivery of medication

Delivery of medication to patients is not covered by the community pharmacy NHS terms of service. Pharmacies have provided this service at their own cost to support patients to access their medication when there are difficulties accessing the pharmacy. Over time, this has tended to become a more general service to any patient who has requested delivery.

This reduces the opportunity for the pharmacist to interact with patients and ensure patients have the support they need to take their medication correctly. In addition, with previous cuts to the NHS contractual funding, recent five year agreement to maintain funding at the current level and inflationary price increases; it has become unsustainable for pharmacies to provide this service at no cost to patients.

Whilst it is impossible to list the charging structure being introduced by all pharmacies, the below provides information from the three largest providers in the North of Tyne area.

### **Boots**

Charges apply immediately to new delivery patients and will be introduced 30<sup>th</sup> September 2019 for existing patients unless an exemption applies.

Charge is £5 per patient per delivery. Alternatively, a payment of £55 per patient for an annual subscription. Payment can be made in the pharmacy or via the Customer Service Centre. If patients living at the same address have the same delivery schedule, one charge will be made for delivery.

Exemptions to charges include for delivery of appliances included in the drug tariff sections IXA, IXB and IXC, for an urgent delivery of end of life medication or if there is an urgent need determined by the responsible pharmacist on duty following a GP request.

### **Lloyds**

Single Customer Plan 		Household* Plan 	
12 months	<b>£60.00</b> That's £5.00/month	12 months	<b>£90.00</b> That's £7.50/month or £3.75/month/person based on two sharing
6 months	<b>£35.00</b> That's £5.83/month	6 months	<b>£52.50</b> That's £8.75/month or £4.38/month/person based on two sharing
		*covers prescription delivery for unlimited persons at the same address	

Patients who are housebound will be eligible for free home delivery. If the pharmacy team are unable to establish housebound status the patient will be asked to evidence this by providing confirmation from their GP practice.

### **Well (co-op)**

No current plans to change their current policy. There is no charge for delivery but the service is only for those patients identified on an individual basis as requiring this support under the Equality Act. If patients are not at home to receive the delivery, a card is left advising that medication will have to be collected from the pharmacy, redelivery is not part of the service.